

**WINNEBAGO COUNTY
AGING & DISABILITY RESOURCE CENTER (ADRC) COMMITTEE**

MEETING MINUTES

DATE: November 9, 2020

TIME: 3:00 p.m.

PLACE: VIRTUAL- Zoom Meeting

Members Present: Paul Janty, Susan Locke, Harold Singstock, Kate Pfaendtner, Jan Olson, Elizabeth Jones, Don Hansen, Michael Norton, Nicole Neuhoff

Members Excused: Pete Christianson, Rob Paterson, Tanisha Alvarado

Staff Present: Brian Nagler, Bryn Ceman and Julienne Gohde

Others Present: Rhonda Lechner, Alana Erickson

Paul Janty called the meeting to order at 3:00 p.m.

1. Public Comments:

No public comments given at this time.

2. Approve Minutes of the October 12, 2020 ADRC Meetings:

Harold Singstock motioned to approve the minutes as written; Susan Locke seconded the motion and was approved by all.

3. RQS (Regional Quality Specialist)- Rhonda Lechner updates and questions:

Rhonda Lechner is the Regional Quality Specialist for the ADRC. She oversees many different ADRCs in the region. She is a large support to the ADRC with many different questions and situations that arise. She is the liaison to the State and lets the ADRC know when there are new policies and programs. She is a huge help to the ADRC staff. Rhonda stated that she usually does an annual site visit to the ADRC. Last year she sat in on one of the staff meetings and made herself available for any questions at that time. This year she was not able to attend a meeting as she is working virtually as much as possible. She is also very involved in Simon Task Reporting. All ADRC staff have to report their time with individuals in 15-minute time increments. This is being documented in a client tracking

system as well as on a daily time log. Rhonda trains staff as to how to document and what categories the time should fall into.

Questions shared with Rhonda:

A question was shared about the topic of independence from a care management organization and a governing board. The governing board (ADRC) must have the independence but the Human Service board does not. It has to do with conflict of interest. We have to follow this administrative code DHS Chapter 10 section 10.22-4... which guides the Scope of Services and Contract language. It states that we are required to have independence from care management organizations to assure that persons receiving long term care counseling and eligibility determination services from the resource center is in an environment that is free from conflict of interest. The resource center shall meet state and federal requirements for their organizational structure from care management which includes the governing board also so that there is no bias towards any particular managed care organization or an independent consulting organization. Mike Norton questioned Rhonda as there are two current County board members who are also on the Human Service board and are also representatives on the Lakeland Care District board. In this situation, they have typically said that they have allowed the governing board to continue, however when their terms expire they should no longer be on the board. Brian will follow up with Beth Roberts on this topic.

Rhonda is also helping the ADRC with fidelity on how Options counseling is performed. Options counseling is when staff get together with a client and explore all of the options that are available to them, such as: natural supports (family helping them), private pay services that they pay for to come into their home, or public options like Family Care or IRIS. The state is looking to have fidelity across the state so that this counseling is done the same across the entire state. Brian will be doing desk reviews for 2020, but in 2021 he will be going along on a few visits; to coach the staff on things that they might not be doing well and giving them kudos on things that are going well. Rhonda is also doing 5 random record reviews this year and will be looking for 14 key points and record if they are met or unmet. This is the first year of this process and the data will be used as a baseline.

Paul Janty inquired about what type of general complaints has the ADRC has received. Rhonda stated that the complaints that she gets are typically about eligibility (MA). For example, a complaint came in for someone that was applying for Medicaid. The ADRC assisted, however, in the Economic Support division all of the materials were lost. When Rhonda followed up with the ADRC, there had already been a staff member that was helping the client get all of their paperwork back in place. The ADRC went above and beyond all expectations with helping this client. There was one complaint this year from the Winnebago County ADRC. It was regarding someone that was already getting help from the ADRC and was more about Adult Protective Services. It is a very complicated complaint. Rhonda again feels that the ADRC went above and beyond getting the client the help that they needed.

Elizabeth Jones questioned the recording of the staff time in 15-minute increments as it seems that it requires more administration than actual provision of services. Rhonda answered that this is a federal requirement, as the ADRC receives funds from a state contract and federal match dollars. This is a stipulation of the federal match dollars.

4. Oshkosh Senior Center- Connect with Tech update/report:

The ADRC is participating in a program to help connect seniors with technology. It is going very well. The ADRC has received videos from the Senior Center, one of that being of a lady who had not seen her brother in over 5 years was able to get on an iPad and Facetime with him. The expression on her face was priceless. The ADRC staff is aware of the program and is making referrals to those that they feel could benefit from going through the class on learning technology. At the Senior Center, assessment is done as to what device would be appropriate for the person. Bryn Ceman mentioned that this program is available because of the extra CARES dollars that they received through the Older Americans Act funding which Brian oversees through the Caregiver Support Programs. Bryn also mentioned that they expanded this beyond just Oshkosh. It would be \$2 for an Oshkosh resident to take a class, but for someone participating who lives outside of Oshkosh the fee would be \$2.75...just a small increase.

5. Reports:

a. Manager Report –

Brian Nagler shared that the support staff in the ADRC have now transitioned from being part of the Administrative division to joining the LTS/ADRC division and will now be supervised by Beth and Brian. They can now directly assign tasks and not have to jump through hoops of going through a different division's supervisor.

Bryn Ceman shared that the Adult Protective Service team is very busy. They have been working with some of the behavioral health clients which has increased their workload. The APS staff have exceeded 80 court actions in either guardianship or protective placement so far this year. They have not seen too many caregiver self-neglect cases lately, hopefully due to all of the proactive measures that are being taken. The APS team's work continues to be virtual for court cases. The benefits specialists have been very busy also. What once used to be a face to face meeting and helping the client enroll during the meeting, has now turned into several different phone calls (often times teleconferencing in others) and virtual appointments with Zoom. Community Outreach is continuing with virtual presentations. They just completed a "Welcome to Medicare" presentation. Rebecca Groleau is offering a community presentation of "Dementia 101" for anybody to attend. This is also being shared with some facilities where the staff might benefit from the instruction.

b. Complaints / Grievances – Brian Nagler No complaints at this time

6. **“Community Beat” – Sharing of Compliments / Complaints from Community, Consumers, Providers – Committee Members**

Alana Erickson shared that COVID is coming closer and touching everywhere. Winnebago County is currently averaging one death per day. The Winnebago County Public Health Department is encouraging schools to stay virtual. They have encouraging information about trials for vaccines. Winnebago County had the highest number of positive cases this weekend with 220 cases. This is the first time they were not able to reach their 24-hour notification window of positive results. Local hospitals are filled and experiencing staffing shortages. The fatality rate is not dropping in WI right now. Hoping to vaccinate essential workers in early spring, but that is still being very hopeful.

Mike Norton inquired if everyone had turned in their Conflict of Interest forms. Julienne will notify those that she is still waiting on. There will be a Zoom meeting this Friday with a session on ADRC funding. Mike will get information to Julienne and she will email out the information for anyone that is interested. Can we possibly take the ease of burden of ADRC reports to congress? He also added that this can definitely wait until next year. Mike also questioned about the ADRC funding parts of roundabouts in Oshkosh. He is questioning if this will also be funded in Neenah and other parts of the county, not just Oshkosh. Brian will send out information to the ADRC board when he receives this information.

Kate Pfaendtner stated that she contacted Bryn for help and she is completely impressed with the amount of information that she was given. Kudos to Bryn!

7. **Next Meeting – December 14, 2020 Virtual via Zoom**

With no further business, Paul Janty adjourned the meeting at 4:02 p.m.

Respectfully submitted: Julienne Gohde, Recorder